



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

August 29, 2013

[REDACTED]
Kansas City, MO [REDACTED]

NVS-216 nlm
Ref. No. 10533572

Dear [REDACTED]

Thank you for your correspondence concerning your former model year (MY) 2010 Honda Odyssey. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the SiriusXM radio in your former MY 2010 Honda Odyssey changed stations on its own the 3 years you owned it. You replaced the radio twice and numerous radio harnesses; however, the problem continued. Now you believe the problem was due to SiriusXM's faulty satellite radio signal because you purchased a new MY 2013 Honda Odyssey and it has the same problem. You want to sue SiriusXM Radio for all your expenses and the frustration you endured dealing with the satellite radios in these two vehicles.

While frustrating to you, SiriusXM satellite radio problems do not relate to motor vehicle safety within the meaning of our authorizing statute. If you have not done so, you may consider contacting your local Consumer Protection Agency or you may also ask your dealership for a meeting with a Honda district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty

and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the auto safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large, looping "R" and "R" at the end.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement